**PPG Minutes 24Th September 2024**

**1: Welcome and introductions**

Attendees: Ian Goodwin, Victoria Smith, Geraldine Burlington, William Richards, Margaret Kember, Beryl Fletcher, Hugh Wilson, Pam Jaganath (patients)

Helen Hatfield & Kate Porter, Mary Kemp (practice staff)

Apologies: J Smith, T Harrison, M Johnstone, B Fletcher, S Hackett, N Ahmed, C Norbet

Helen introduced the staff present at the meeting.

**2: Ground rules – Constitution:**

Explanation given that the PPG is to work through issues and not for complaints, but for constructive feedback. Copy of constitution given to new members.

**3: Receptionist – Mary Kemp talk/answer questions:**

Mary has been with the GP surgery for 28 years. The role as a receptionist is varied. Reception book all appointments, book blood tests, and are there to help patients, they can signpost to Pharmacy 1st which can relive pressure. Most pharmacies around have signed up to this scheme for certain conditions. We also now have online triage, which will come up as an alert and dealt with in a timely manner. We have 11 receptionists with a mix of ages. The role consists of a lot of administrative work not just the front desk. 6 receptionists work the morning shift and 5 the afternoon shift, 2 on the front desk and 4 or 3 on the back answering the telephone and doing administrative tasks.

PPG attendees wanted to congratulate the team on the improvement of reception. Also adding that the telephones are better, happy with the call back feature if there is more than 7 in the queue.

It was also noted that the reception area is all finished now, with the final installation of the new glass around the front desk.

**4: NHMC Brief update:**

**New Staff –** New female GP employed to work 3 days. Dr L Oozageer. Also another female GP with be joining us soon to work 3 days, Dr Ragheb. We also have an Advanced Clinical Practitioner starting soon for 3 days a week, her name is Florence. Dr M Gogate training is nearly ending, but she will be staying on with us after she has completed her training. We have a new receptionist called Geraldine.

**Appointments – Urgent/Routine, on the day/pre-bookable, missed appointments, changing patient understanding**

Pre-bookable and on the day. We currently offer a great number of on the day appointments, it needs to be remembered that we are not an emergency service. We always have an on the day Duty doctor who is only for on the day appointments. The on the day appointments (except duty) have now been reduced slightly.

Appointments can be booked 3-4 weeks in advance. Triage appointments are usually offered within 2 to 3 days.

The PPG asked if a triage poster can be put in reception/Facebook/welcome screen to advertise to patients that they can now do an online triage form for appointments and information about pharmacy 1st be added.

Missed appointments – patients will get a text if they do not attend.

**Blood Tests –** Blood tests are now back up and running after the cyber-attack that stopped blood tests. Clinician’s reviewed tests that were cancelled to see if they have had them, if not text messages were sent to rebook blood tests.

Our nurses do not take blood tests here in the surgery, but a blood test clinic is run at the surgery by the Hub on a Saturday morning which you can book via reception or alternatively you can book via the blood form instructions to go to one of the local blood test clinics.

**5: Medication Review update**

Medication reviews are happening by our 3 proactive pharmacists that we have here at the GP surgery. Appointments are usually via a telephone call, but they do also do some face to face appointments. Anyone can request a medication review.

New patients are all offered a new patient check, and a medication review if needed.

Patients who have been discharged from hospital with medication, will also have a medication review from one of the pharmacists.

Reception can print off a list of your prescriptions if needed.

**6: Digital Patient tools – NHS App, Website, Online Triage**

The NHS app will allow you to view your own records. This can allow you to also look at recent hospital letters or results. The borough has been advertising the use of the app.

Our Northumberland Heath GP surgery website, will allow you to access patient triage, the triage can only be accessed during surgery opening times. (8am – 6:30pm). The reception team triage themselves rather than an automated system.

[www.northumberlandheathmedicalcentre.co.uk](http://www.northumberlandheathmedicalcentre.co.uk)

The PPG asked if reception can push the use of the app and if it can be advertise online and via the screen in the waiting area.

**7: PPG Chair & WhatsApp group**

No one is currently ready to take on the role of chair.

Everyone who attended the meeting was happy to be part of a WhatsApp group to discuss together outside of the meetings. KP will look in to how to set this up, without being a part of the group.

**8: Any other business**

Helen mentioned that a national survey had taken place about GP surgeries. We came 4th in Bexley for GP experience.

Invites for the new RSV injection for over 75s, has started to go out via text or letter. Plus our Covid and Flu clinics will be starting from the 1st of October again invites have been sent via text and letter.

It was asked if we can create an Instagram page as well as our Facebook page, Helen will look into this.

Missed appointments - can a comparison be had between the two meetings to see if an improvement now with the new phone system.

It was mentioned about the new frailty review appointment that is being offered to a group of patients who qualify through a search created by the practice, this is a new 30 minute appointment with one of the partner doctors to have a full review. One of the PPG members had attended one of these appointments and would like to say how pleased they were to be offered one as found it very helpful.

The new telephone system, a brief summary was given of calls in August. We had 6391 calls, on average calls were answered within 2 minutes and 47 seconds. We have abandoned calls, which these are mainly calls before the surgery is open. Call backs for the queuing system, 122 were successful. 8am was the busiest time for incoming calls.

The surgery is open in the evening and weekends for the Hub to use, this can be for patients from all 7 GP surgeries within the PCN. You can book via reception for these out of hour’s appointments, but to remember the Hub is run via GPs from all the 7 practices.

**9: Date of next meeting & time**

Date and time to be confirmed, but we will aim to meet in the early new year.